

VISN 8 Community Care Coordination Service  
Director, Clinical Operations  
**Nurse V**

**Role Definition**

This is a split position with two roles. The position serves as the Director of Clinical Operations for VISN 8 Community Care Coordination Services Business Office, which provides oversight and coordination to the clinical activities of CCCS demonstration projects/programs in Florida and Puerto Rico.

This position operates under broadly delegated authority, taking independent action to develop and modify objectives and boundaries of the assignment. The incumbent utilizes complex leadership and administrative skill sets to organize, manage, and coordinate related to health care issues and activities that influence the Network's and VHA mission and health policy.

**Practice**

The Director of Clinical Operations collaborates with the CCCS Director and other key executives in creating the mission, vision and priorities for the Service and oversees implementation within existing and future clinical programs.

The incumbent provides direct staff support to the Network Service Director, Network Director, Medical Center Directors and staff within the VISN. This includes the planning, designing, integrating, implementing, modifying, and administering VISN 8 Community Care Service clinical activities to improve the quality of patient care.

Provides consultation and assistance to top management in policy review, formulation, communication, implementation, evaluation, and setting of VA Sunshine Network, national priorities, related to care coordination and home telehealth.

Develops program objectives, sets performance standards, judges the research potential of innovative projects and promotes further exploration of promising new approaches.

Performs in a manner that demonstrates use of sound nursing, clinical and administrative judgement in executive decision-making.

The incumbent defines and provides executive oversight to nursing's role in the interdisciplinary management of Community Care programs across the Network and nationally in relation to the national care coordination program office.

## **Quality of Care**

Monitors and evaluates Community Care Coordination Service projects/programs across the VA Sunshine Healthcare Network; facilitating network-wide reduction of variance in cost and quality of care. Facilitates management of organizational change required to achieve service line goals, including identification and resolution of obstacles to goal achievement. Coordinates and facilitates inter-VISN and inter-agency collaborative efforts.

The Director of Clinical Operations provides oversight to the Performance Improvement process for all Community Care projects/programs, identifying trends and taking appropriate actions to improve clinical care.

Monitors all projects/programs for compliance with policy, accreditation agencies as well as national VA standards and public laws.

## **Performance**

Oversees the development of policies and clinical standards from national industry trends and effectively interprets agency-wide policies and procedures to determine impact on Community Care programs as well as the national care coordination program office.

Develops and implements programs to access and improve customer satisfaction regarding care and services at component facilities throughout the VISN with ongoing feedback to the Program Director, VISN management and department officials, Clinical Executive Board Council and Management Assistance Council.

Performs in a manner that demonstrates the use of sound nursing judgment in decision-making. Provides leadership to interdisciplinary groups at all levels of the organization.

## **Education/ Career Development**

Provides leadership and consultative service to organization and community leaders in the clinical management of the Community Care Service. Demonstrates and presents knowledge of the organization and management of multi-faceted health care delivery systems to various groups within the organization and to community groups.

Coordinates, plans, promotes, synthesizes, and guides implementation of the national education of care coordination and home telehealth program, projects, and activities that reflect the mission and vision of the national care coordination program office.

Serves as a national authority, providing expert advice for education program areas related to care coordination and home telehealth.

### **Collegiality**

The Director of Clinical Operations demonstrates skill and expertise in communicating and forecasting effectively both orally and in writing with professional, administrative and technical staff at all levels.

Demonstrates the ability to communicate nursing and interdisciplinary trends and issues in Health Care to all levels of the organization.

As a member of the management team, applies clinical expertise and knowledge of health care programs to multiple settings within the organization. Represents the VA mission, values and programs to community and healthcare groups at a variety of levels.

Participates in operational or planning meetings, public briefings, or other formal or informal settings to communicate policies and promote educational programs and activities to a variety of healthcare and non-healthcare professionals within and outside VHA.

### **Ethics**

Provides clinical oversight to the development of programs that support ethical decision-making in multiple clinical settings. Supports the education and clinical practice that supports this ethical climate.

Assures coherency and consistency with network/system-wide goals and strategic objectives, including VHA's strategic plan identifying, communicating and facilitating deployment of "best practices" throughout the VA Sunshine Healthcare Network.

Works together with the Program Director to align and integrate Home and Community Care programs with leadership roles, strategic planning and organizational culture. Facilitates the integration of the Community Care Coordination Service clinical programs into the Network and Medical Centers' day-to-day operations and culture.

## **Collaboration**

Represents nursing as well as Community Care concepts to Network-wide, national and community groups. Provides consultative services to community staff at all levels about VA programs.

Participates in the formulation and deployment of the Community Care Coordination Service strategic plans and clinical decisions that impact many levels of the organization. Readily communicates such decisions in many groups.

Identifies and supports innovative demonstration projects and facilitates their network-wide and VHA system-wide deployment, as appropriate.

Coordinates educational program activities through meetings, conferences, informal gatherings, and task force work collaboratively with a variety of professionals.

## **Research**

Develops clinical and educational programs that utilize concepts that are evidenced based in design.

Supports the development of Research projects that are interdisciplinary and test sound ethical hypotheses.

Conducts research regarding the development, extension, and improvement of educational studies, programs, systems, strategies, and services for the enhancement of care coordination and telehealth.

Promotes an environment that supports inquiry.

## **Resource Utilization**

Creates an environment of systems-oriented Care Management within which programs, cost and quality of care are evaluated and changes in treatment plans are initiated as necessary to ensure that clinical care is rendered in the most appropriate setting.

Is involved in the development of cost and utilization management parameters for all clinical programs within the Community Care Service.

Supports systematic analysis of data from Community Care programs and projects. Presents results in informative and effective methods across the VA Sunshine Healthcare Network and nationally.

Coordinates or synthesizes educational program issues with economic consideration to reflect a balance and meet the regulatory intent/needs of the program.

Establishes standards by which to measure and judge educational program/project cost effectiveness.